

(Currently Amended) 1. A network system connected with an online goods and services provider (GSP) selling goods-or-services to a customer through the network system, the network system further comprising:

an after-sales-service and customer care (ASCC) center having an ASCC server for said customer to select and receive an electronic ASCC voucher defining an ASCC program and representing a value corresponding to a selection and purchase of said ASCC program made by said customer related to sales of said goods-or-services wherein said electronic ASCC vouchers are provided for transmitting over said network to said customer for said customer to control and transmit said electronic voucher for paying for said ASCC program to an after-sales-service and customer care (ASCC) provider selected by said customer by using said value represented by said ASCC voucher.

(Currently Amended) 2. The network system of claim 1 further wherein ~~further~~ comprising:

~~an~~ said after-sales-service and customer care (ASCC) provider selected by said customer connected through an ASCC provider computer to said network for receiving said electronic ASCC voucher transmitted over said network transmitted from said customer for carrying out said ASCC program for said customer as defined in said electronic ASCC voucher and submitting said voucher for receiving a payment according to said value represented by said electronic ASCC voucher.

(Currently Amended) 3. The network system of claim 2 1 wherein:

said after-sales-service and customer care (ASCC) center with said ASCC server is further provided to issue an incentive voucher for said customer to receive and to reward said ASCC provider selected by said customer according to a value defined by said incentive voucher according to a customer satisfaction assessment by said customer.

(Currently Amended) 4. The network system of claim 2 1 wherein:

said ASCC server further includes a virtual-direct network communicating processor for establishing a virtual-direct network communication between said online customer and said ASCC provider selected by said customer to arrange for said ASCC program and for transmitting said electronic ASCC voucher over said network.

(Currently Amended) 5. The network system of claim 4 wherein:

said virtual-direct network-communication processor further comprises a stream-socket processing program for providing stream-sockets for connecting network messages transmitted between said online customer and said ASCC server and between said ASCC provider computer and said ASCC server to establish a stream-socket connected direct communication between said online customer and ASCC provider selected by said customer.

(Currently Amended) 6. The network system of claim 2 1 wherein:

said ASCC server further includes an ASCC database for keeping a record related to and defined by said ASCC program.

(Currently Amended) 7. The network system of claim 2 6 wherein:

said ASCC database further includes a database manager for organizing said record kept in said ASCC database according to said online GSP, said online customer and said ASCC provider selected by said customer.

(Currently Amended) 8. A network system connected with an online goods and services provider (GSP) selling goods-or-services to a customer through the network system, wherein:

said online GSP further includes a GSP server having an electronic ASCC voucher issuing processor for said customer to select and obtain an electronic ASCC voucher for defining a value for payment of an ASCC program related to sales of said goods-or-services wherein said electronic ASCC vouchers are provided for transmitting over said network to said customer for said customer to control and transmit said electronic voucher for paying to an after-sales-service and customer care (ASCC) provider selected by said customer for said ASCC program by using said value represented by said ASCC voucher.

(Currently Amended) 9. The network system of claim 8 wherein ~~further~~ comprising:

~~an~~ said after-sales-service and customer care (ASCC) provider selected by said customer connected through an ASCC provider computer to said network for receiving said electronic ASCC voucher transmitted over said network transmitted from said customer for carrying out said ASCC program for said customer as defined in said electronic ASCC voucher and submitting said voucher for receiving a payment according to said value represented by said electronic ASCC voucher.

(Currently Amended) 10. The network system of claim 9 8 wherein:

said electronic voucher issuing processor further connecting to said customer for said customer to select and obtain an incentive voucher for said customer to reward said ASCC provider selected by said customer with a value defined by said incentive voucher according to a customer satisfaction assessment by said customer.

(Currently Amended) 11. The network system of claim 9 8 wherein:

said online GSP server further includes a virtual-direct network communicating processor for establishing a virtual-direct network communication between said online customer and said ASCC provider selected by said customer ~~computer~~ to arrange for said ASCC program and for transmitting said ASCC voucher over said network to ~~enable~~ make a payment according to said value defined by said voucher for said ASCC program.

(Currently Amended) 12. The network system of claim 11 8 wherein:

said electronic ASCC voucher further includes an automatic reminder for issuing a reminding message to said customer about information related to said ASCC program.

(Currently Amended) 13. The network system of claim 9 8 wherein:

said electronic ASCC voucher issuing processor further includes an ASCC database for keeping a record related to said ASCC program defined by said electronic ASCC voucher.

(Currently Amended) 14. The network system of claim 9 13 wherein:

said electronic ASCC voucher issuing processor further includes a database manager for organizing said record kept in said ASCC database.

(Currently Amended) 15. A network system connected with an electronic commerce (e-commerce) server of an online goods and services provider (GSP) selling goods-or-services for conducting an electronic commerce (e-commerce) transaction on said network wherein said network system further comprising

an electronic after-sales-service and customer care (ASCC) voucher for transmitting over said network to a customer having an ASCC voucher identifier unique to said e-commerce transaction for defining a value for said customer to control and transmit said electronic voucher to an after-sales-service and customer care (ASCC) provider selected by said customer for paying for an after-sales service and customer care (ASCC) program and also for tracking said after-sales service and customer care (ASCC) program.

(Currently Amended) 16. The network system of claim 15 further comprising:

an online customer to select and receive said electronic ASCC voucher from said network for ready to process said ASCC program defined by said electronic voucher by sending said ASCC voucher to said ASCC provider selected by said customer.

(Currently Amended) 17. The network system of claim 15 wherein ~~further comprising~~

~~an~~ said after-sales-service and customer care (ASCC) provider selected by said customer further having an ~~with~~ a ASCC provider computer to receive said electronic ASCC voucher transmitted over said network from said customer for receiving a payment according to said value defined by said electronic voucher for performing said ASCC program defined and tracked by said electronic ASCC voucher.

(Currently Amended) 18. The network system of claim 15 further comprising

an after-sales-service and customer care (ASCC) center with an ASCC server for connecting to a said customer for said customer to select and receive said electronic ASCC voucher and for said customer to coordinate ~~ing~~ and track ~~ing~~ said ASCC program defined by said electronic voucher.

(Previously Presented) 19. The network system of claim 18 wherein:

said ASCC server further includes an ASCC database for recording data related to said ASCC program using said ASCC voucher identifier.

(Currently Amended) 20. The network system of claim 18 further comprising:

an online customer carrying out said e-commerce transaction with said online GSP through said e-commerce server and selecting and receiving said electronic ASCC voucher from said ASCC server for processing said ASCC program defined by said electronic voucher;

an said after-sales-service and customer care (ASCC) provider selected by said customer having a ASCC provider computer;

said ASCC server further includes a virtual-direct network communication processor for enabling a virtual-direct network communication between said online customer and said ASCC provider selected by said customer for transmitting said ASCC voucher over said network to said ASCC provider to arrange for carrying out and to pay for said ASCC program defined and track by said ASCC voucher.

(Previously Presented) 21. The network system of claim 15 further comprising:

an after-sales-service and customer care (ASCC) center having an ASCC server for issuing said electronic ASCC voucher and for coordinating, tracking and carrying an insurance policy for covering liabilities related to said ASCC program.

(Currently Amended) 22. A network system connected with an online goods and services provider (GSP) selling goods-or-services to an online customer through the network system, the network system further comprising

an after-sales-service and customer care (ASCC) center having an ASCC server for connecting to said customer for said customer to select and receive an electronic ASCC voucher defining an ASCC program and a value for payment of the ASCC program related to sales of said goods-or-services wherein said electronic ASCC voucher is provided for transmitting over said network to said customer ~~for said customer to control and transmit said electronic voucher for paying for said ASCC program by using said value represented by said ASCC voucher;~~

a plurality of after-sales-service and customer care (ASCC) providers each having an ASCC computer connected to said network for said customer to control and transmit said electronic voucher to a selected ASCC provider for paying for said ASCC program by using said value represented by said ASCC voucher;

said ASCC server having an ASCC database for storing a record for each of said ASCC providers for allowing said online customer to review and to chose a selected ASCC provider;

said ASCC server further includes a virtual-direct network communicating processor for enabling a virtual-direct network communication between said online customer and said selected ASCC provider to arrange for said ASCC program and for said online customer to transmit said ASCC voucher as payment to said selected ASCC provider over said network; and

said after-sales-service and customer care (ASCC) center is further provided to enable said customer to select and receive an incentive voucher for said online customer to reward said selected ASCC provider according to a customer satisfaction assessment by said customer.

(Previously Presented) 23. The network system of claim 1 wherein:

said network system is a wireless system.

(Previously Presented) 24. The network system of claim 8 wherein:

said network system is a wireless system.

(Previously Presented) 25. The network system of claim 15 wherein:

said network system is a wireless system.

(Previously Presented) 26. The network system of claim 22 wherein:

said network system is a wireless system.